

2005 ARKANSAS GOVERNOR'S  
**FAMILY FRIENDLY**

**EMPLOYER  
AWARDS**

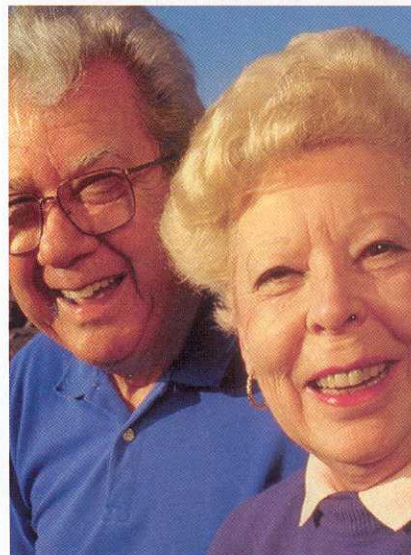
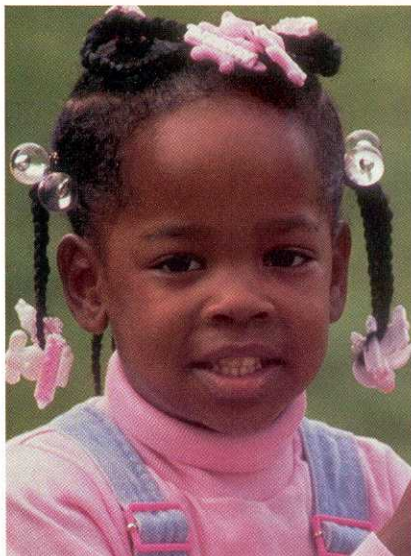


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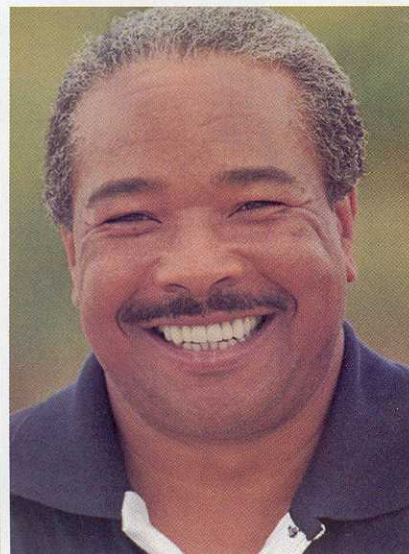
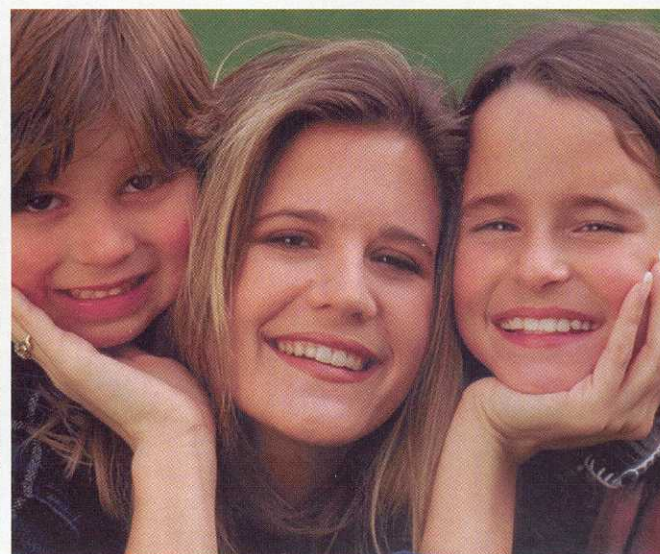
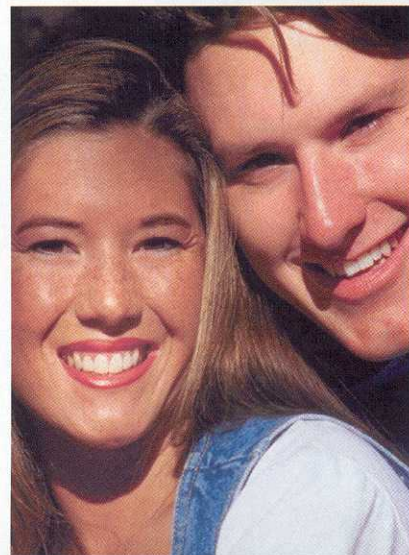
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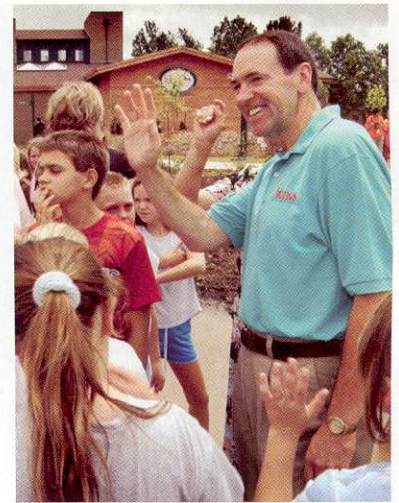
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MIKE HUCKABEE, GOVERNOR

DEAR ARKANSAS LEADERS:

Since taking office in 1996, I've tried to spread the message that strong family values comprise the backbone of successful communities. It's crucial that our communities, and especially the businesses within them, provide support to Arkansas families.

That's why in February 2000 I created the Arkansas Corporate Champions for Children, a coalition of business and civic leaders charged with championing Arkansas' working families. These visionary leaders examined the child-care situation in Arkansas and made recommendations designed to help working parents ensure their children's safety and development during the formative years. A statewide initiative designed to identify and recognize businesses that support these values emerged from the recommendations.

The establishment of the Governor's Family Friendly Employer Initiative was the first step. I was eager to sponsor this initiative because I believe government and business can partner with families to build an atmosphere of nurture and care for children and aging parents.

We continue to see more companies take on this challenge. These companies understand the benefits of creating an environment beneficial to families.

The employers we honor with the third annual Governor's Family Friendly Employer Awards are examples of devotion to the well-being of their fellow Arkansans. These champions reach beyond immediate bottom-line results and recognize the value of supporting employees in balancing the requirements of work and family.

It's my privilege to recognize you for your commitment to improving the quality of life for all Arkansans. Congratulations and thank you.

Sincerely yours,

MIKE HUCKABEE  
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## EDITOR'S LETTER



BRIGETTE WITH HER SECOND-BORN, JULIANNA

When you talk about what makes an employer family friendly, 999 out of 1,000 people will tell you, "We don't have a daycare." While a daycare is great for those employees with young kids, a daycare alone does not make a business family friendly.

Arkansas Business Publishing Group does not have a daycare, but it does have a fun room — complete with cable TV and games — for our kids to hang out in on days when they are out of school. And while prospective employees with children are giddy at the sight, it receives a nice smile from those without. What does appeal to them is the openness of the offices and the cool furniture, the opportunity to volunteer on company time, the flexibility to tend to personal needs, and company celebrations of birthdays every month, not to mention "surprises" such as a mandatory bowling day and trick or treat goodies on Halloween.

The third year of the Arkansas Governor's Family Friendly Employer Awards continues to celebrate exemplary companies across Arkansas that showcase what it means to be family friendly. Small businesses shine with their nimbleness and creativity. Large companies that operate 24/7 find ways to empower employees with unique programs for a variety of needs.

The judges for this year's awards painstakingly weighed and debated the merits of each applicant. They understand that the 11 companies selected must represent the best, so they continue to raise their expectations of the finalists. Not to be disappointed, Arkansas businesses strive to meet the challenge as they fine-tune what it means to be a family-friendly company, solidifying a more loyal and successful work force for a financially solid company.

Assistant Editor Erica Goodwin and Editorial Assistant Amanda Newton's profiles of this year's winners show us business leaders who know how to empower employees to the benefit of all involved. I hope after reading these features two things are accomplished: that you're able to implement one or two ideas that work for your business, and that you realize your company is doing some pretty good things and nominate yourself for next year's consideration.

*Brigitte Williams*

BRIGETTE WILLIAMS  
PUBLISHER/EDITOR

P.S. To nominate a company for a 2006 Arkansas Governor's Family Friendly Employer Award, go to [www.arkansasbusiness.com/family](http://www.arkansasbusiness.com/family). For more information, contact Geania Dickey at [geaniadickey@aol.com](mailto:geaniadickey@aol.com).

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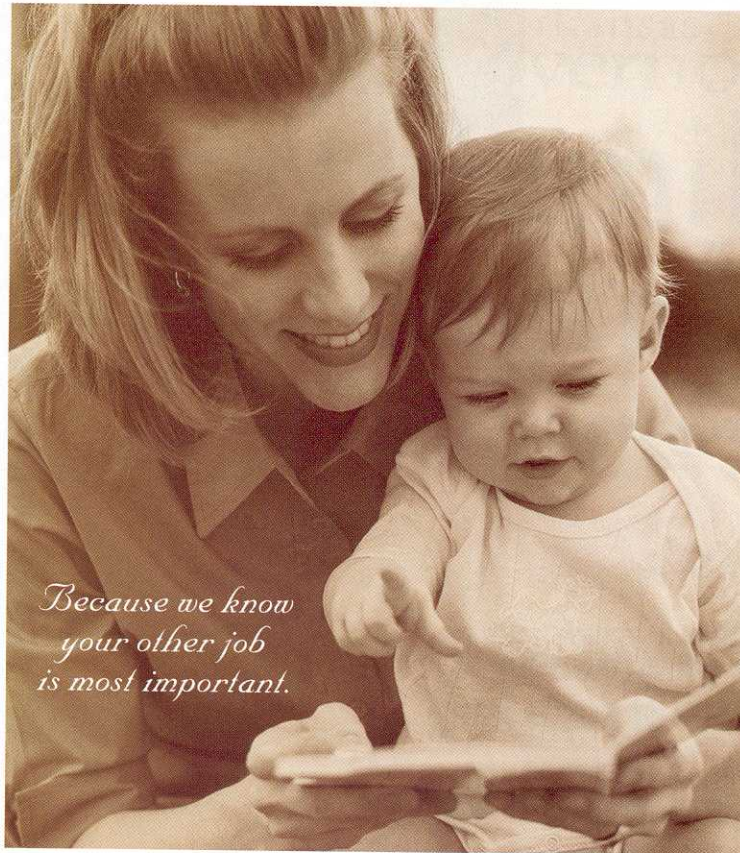
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# FAMILY MATTERS

A CHANGING WORK FORCE HAS COMPANIES OFFERING A LOT MORE THAN JUST CHILD CARE IN THEIR EFFORTS TO BE FAMILY FRIENDLY

From small companies to large corporations, businesses are constantly striving to be family-friendly places to work, and the size of the company isn't a factor. The varied sizes of this year's winners of the Arkansas Governor's Family Friendly Employer Awards proves that.

With young adults waiting longer to have children, a business can no longer rely on child care being the enormous draw it has been in the past. While still very much a needed benefit for employees, the fact of the matter is that many people in the work force don't have children.

In order to attract and keep employees, companies are broadening the scope of the family-friendly programs they offer. There are programs and benefits today that employees 20 years ago couldn't have dreamed of having.

The winners of this year's Arkansas Governor's Family Friendly Employer Awards are providing their employees with work-life effectiveness. The Alliance for Work-Life Progress defines work-life effectiveness as a specific set of organizational practices, policies, programs and a philosophy that recommends

aggressive support for the efforts of everyone who works to achieve success both at work and at home. The AWLP believes that employers who aid their employees in balancing work and home life see an increase in productivity, retention and attraction.

Diane Lochtrog Johnson of Corporate Champions, a Texas organization that aids companies in addressing their employees' abilities to balance work and home life, says companies are waking up to the fact they will have to offer new programs to maintain a successful work force. "It is about



balancing work and life," Lochtrog Johnson said.

"People have interests outside of work. For some, they are at a time in their life where children are their emphasis," Lochtrog Johnson said. "If they are single or young adults, they have other aspirations; maybe they are in school for a degree or they are training for a marathon or triathlon."

Smaller companies that are unable to implement costly programs can still help their employees find balance between home and work. Sissy's Log Cabin in Pine Bluff, this year's Silver Winner in the small employer category, does not offer an enormous benefits package to its employees. Bill Jones, president of Sissy's Log Cabin, says that while salary, 401(k) and health benefits are important, they are not the most important thing. He says the fact that they consider their employees a

part of their family and communicate openly with them about all aspects of the business is what makes Sissy's a family-friendly place to work.

## “A FLEXIBLE WORK ARRANGEMENT IS A BENEFIT THAT SPANS THE AGES”

Employers are beginning to see that changing the way an employee works does not cost the company a lot of money but can have a tremendous impact on productivity and greatly reduce absenteeism. Many of this year's winners have some type of nontraditional work arrangement available to their employees. Employees can choose to start their days early in order to free up their afternoon;

they can take advantage of flex time in order to have a long weekend; or they might telecommute from home on certain days. Allied Therapy and Consulting in Cabot, this year's Diamond Winner, works with employees on an individual basis to determine a schedule that will work for both the business and the employee.

"A flexible work arrangement is a benefit that spans the ages," Lochtrog Johnson said. "Corporate America is beginning to deal with the idea that they must concentrate more on the employee getting the work done than on face time with the employee."

"With the aging baby boomers, the business world is facing a knowledge drain in the near future," Lochtrog Johnson said. "They have gotten a wake-up call and know that they are going to have to look at creating new programs to attract workers." ■

# HOW THE 100 BEST COMPARE WITH THE REST

HOW DO COMPANIES THAT CONSIDER THEMSELVES FAMILY FRIENDLY STACK UP AGAINST THEIR PEERS? HERE'S HOW THE TOP 100 FAMILY-FRIENDLY COMPANIES PICKED BY *WORKING MOTHER* MAGAZINE COMPARED AGAINST OTHERS IN THE BUSINESS WORLD:

75% have at least one on-site or near-site child-care center, versus 6% of companies nationwide.

55% sponsor sick-child care, versus 9% nationwide.

98% provide child-care resource and referral service, versus 20% nationwide.

47% sponsor before- and/or after-school child care, versus 4% nationwide.

95% offer compressed work weeks, versus 33% nationwide.

94% offer job-sharing, versus 24% nationwide.

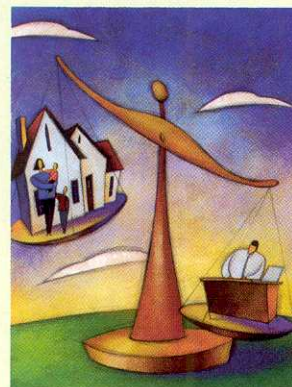
44% offer paid paternity leave, versus 14% nationwide.

98% offer resources and referrals for elder care, versus 21% nationwide.

99% have lactation programs for nursing mothers, versus 19% nationwide.

99% offer an employee assistance program, versus 68% nationwide.

SOURCE: *WORKING MOTHER* MAGAZINE, OCTOBER 2002.





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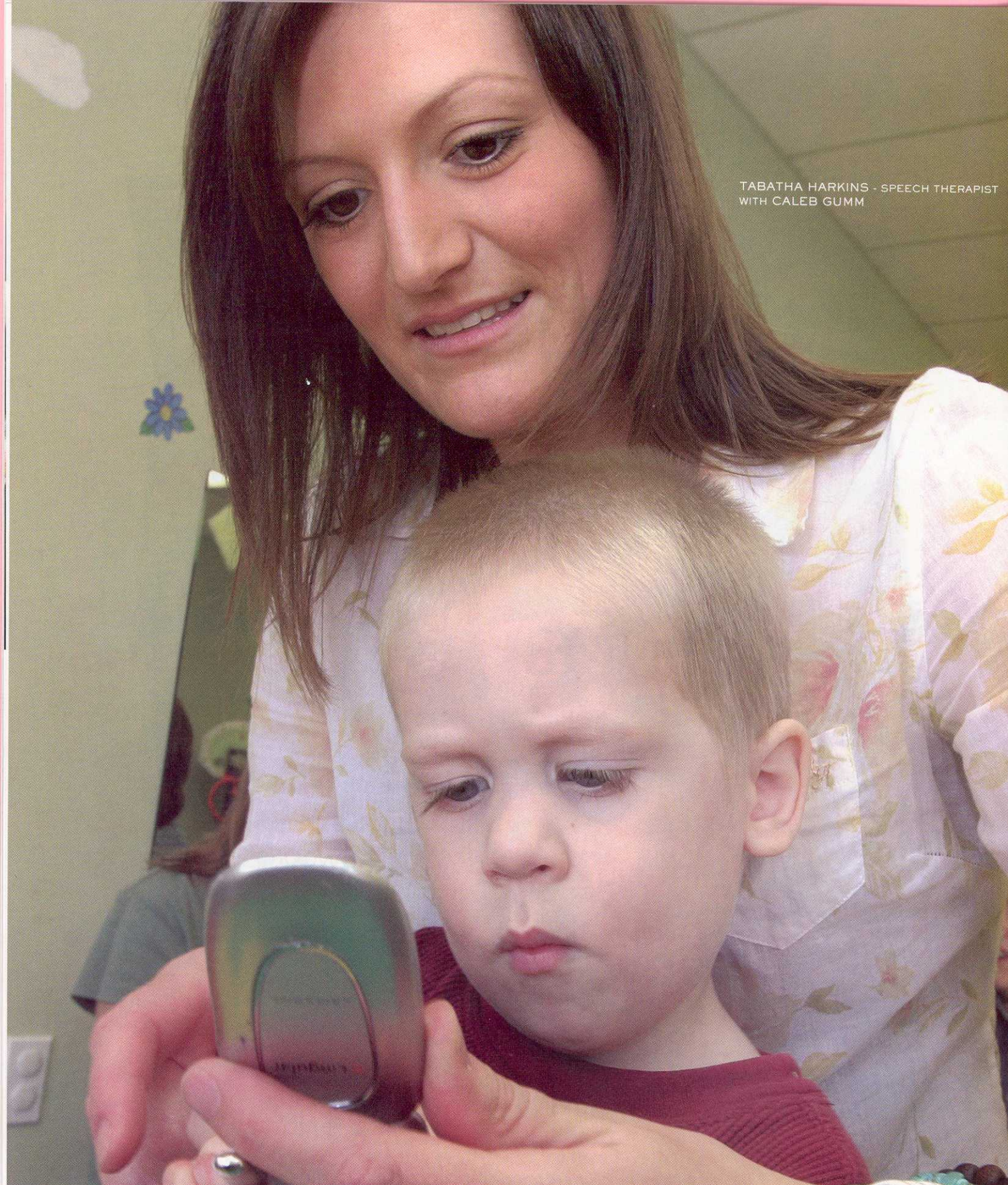
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# DIAMOND RECIPIENT -



# ALLIED THERAPY AND CONSULTING SERVICES PA

GOLD WINNER  
SMALL EMPLOYER

From the very beginning, Beth Stamp wanted her company to be one that was family friendly for every employee. Her company was founded in 1993 in Cabot and employs 26 people who work "very varied schedules and hours."

"When I moved here with my husband, I wanted to work, but I also wanted to be available for my husband and children," Stamp said. "The way this company is set up, it is almost like every employee has their own individual schedule and they work anywhere from 20 to 40 hours a week, share jobs, work permanent part-time jobs or work a compressed work week."

The company provides physical, occupational, speech and developmental therapy to pediatric patients with disabilities. The nonprofit side of the business provides aquatic therapy and hippotherapy (uses horses to provide therapy) to patients. There is an on-site clinic and therapists also work off-site providing therapy.

"I believe it is much easier to do a job you like doing and it is easier to do your job if you know that whenever you need to go to take care of yourself or your family, you can," Stamp said. "No one is going to get angry with you or dock your pay if you need to take care of your family." Stamp said people who enjoy their jobs give better job performance.

The company pays 100 percent of employee health insurance, provides dental and some vision insurance, and offers a 401(k). What makes the company really stand out is the vacation policy it offers employees. Full-time employees receive 30 days of paid vacation beginning their first year with the company. If

an employee is not considered a full-time worker, the company will prorate the vacation time according to the number of weekly hours worked to determine the equivalent of 30 days.

Allied Therapy and Consulting gathers all the employees with the "very varied" schedules together once a month for a staff meeting. The business will arrange to have child care available on-site for any employee who needs it during the meeting. Also, if the staff therapist is working from the on-site clinic and needs child care, Allied will bring someone in who provides on-site child care.

“**THIS IS A LOT OF CONTINUING EDUCATION AND WE GET VERY CREATIVE TO PROVIDE AS MUCH OF THAT ON-SITE AS POSSIBLE TO MAKE IT EASIER ON OUR THERAPIST**”

In-house education programs are offered based upon the interests of the staff. With different types of therapy offered, the educational programs are often broken down into the different disciplines. "I am a strong advocate of continuing education, and anytime an employee has an extreme interest in a certain area or a strong desire to be certified in a new area, I help them do that," Stamp said.

Since the company is part of the Early Intervention Program administered by the U.S. Department of Health and Human Services, the government requires the employees to

have 30 hours of continuing education every year. "This is a lot of continuing education and we get very creative to provide as much of that on-site as possible to make it easier on our therapists," Stamp said. They achieve this through offering CPR and first-aid classes on-site every year and also received state approval to earn a limited number of hours through an article reading program. Allied Therapy and Consulting pays for the continuing education and pays for any fees involved in their therapists maintaining state licenses.

"We had a therapist with a strong interest in neurological development training who wanted to receive further training and certification in this area. The program she needed to attend was an out-of-state, six-week program," Stamp said. "We sat down and wrote out a new contract for her so we could prorate her vacation over three years and she would not have to use up three years of vacation all at once." The company also paid for the program and considers the time and expense a good investment. "She is a great employee and it was worth every day that she was gone. We made out on the deal because she is just awesome," Stamp said.

At Allied Therapy and Consulting, Beth Stamp wants employees to know that their families are vital and should come first. "They are not going to do a good job as an employee if they don't have the freedom to take care of their families and take care of themselves," she said. ■

— Amanda Newton

# OVERALL WINNER





**BILL JONES, PRESIDENT; SISSY JONES, EXECUTIVE VICE PRESIDENT; AND MURPHY JONES, SECRETARY TREASURER OF SISSY'S LOG CABIN, PINE BLUFF**

## SISSY'S LOG CABIN

SILVER WINNER  
SMALL EMPLOYER

This family-owned and family-operated jewelry store has been serving customers from its Pine Bluff location since 1970. With 33 employees, three of which are part time, Sissy's Log Cabin is more like a family than a business.

Bill Jones, son of founder Sissy Jones and president of Sissy's Log Cabin, said the business does not really have a set program that is family-friendly; rather, it has an atmosphere that is family-friendly. The business does have a benefits package that pays 75 percent of employee health insurance and provides employees with a profit sharing plan, but Jones said that is not really the important part of what makes the business family friendly.

"Our employees have been with us a long time, most of them more than 10 years, and they are truly like our family. We love them and they take great care of us," Jones said.

After 10 years of service with the company, an employee's name is engraved on a brick that is placed in front of the business, and Jones said there are many engraved bricks out front.

"We make our employees believe they are a part of something great. If they are proud of where they work, a jeweler or salesperson is not going to feel that they can upgrade the quality of their job by going somewhere else,"

Jones said. "If they work for Sissy's and Sissy's is the best in the business, why leave?"

Sissy's Log Cabin encourages employees to continue their education in whatever ways they desire. The business pays 50 percent of continuing education costs up front and the remaining 50 percent upon completion of the program. The belief at the business is that if employees feel better about their education, then customers get better service, and that benefits everyone.

Sissy's Log Cabin has a fund-raiser every year for Arkansas Children's Hospital by donating a percentage of sales to the hospital. The money donated comes from every employee, since the business has a profit sharing plan, and the hospital receives over \$20,000 each year.

"We put notes in our employees' paychecks telling them what a good job they are doing. We tell them to go home early or take a nice drive on a beautiful day. We have a big Christmas party where we tell our employees' spouses how much we appreciate them sharing their spouse with us," Jones said. "We really communicate with our employees because we don't want them to just feel they are part of the company, we want them to know they are part of the company." ■

— Amanda Newton



**MIKE ROBARDS, EXECUTIVE DIRECTOR OF CREDIT COUNSELING OF ARKANSAS, FAYETTEVILLE**

## CREDIT COUNSELING OF ARKANSAS

BRONZE WINNER  
SMALL EMPLOYER

Credit Counseling of Arkansas provides free financial education to the public from its home in Fayetteville. The company counsels individuals on a one-on-one basis to discuss financial management and budget design. Dealing with people who are under a great deal of stress can take a toll on workers. Credit Counseling of Arkansas has developed ways to help its employees remain happy and productive.

Despite a relatively small staff of 22, there is an employee newsletter that is produced "that puts the focus on the employees and their families," said Mike Robards, executive director. In the newsletter, Robards said, the spotlight is on the employees. There is always a health and wellness feature, and employees are encouraged to contribute what is going on in their own families.

Credit Counseling of Arkansas allows its employees to have a Flex Friday. Workers can accumulate 40 hours prior to noon on Friday and get to take advantage of a two-and-a-half-day weekend. Flexible starting hours in the morning allows employees to come in as needed, a limited amount of telecommuting work is allowed and

a liberal leave policy is in place to allow employees to participate in their children's school activities.

The company offers health and dental insurance and is about to begin offering vision insurance. The vision plan is a direct result of employee surveys. There is an IRA plan offered to which the company will contribute. "We also have a financial assistance program that is funded by the company and allows employees access to cash during emergencies," Robards said. The money is provided on either a loan or grant basis, depending on the situation. If the money is loaned to the employee, they work out an interest-free payment plan.

Employees are encouraged to make suggestions about charity work the company undertakes. "We pick a different charity each year to support and this year we raised \$600 for Juvenile Diabetes," Robards said.

"We have worked hard to create a family-friendly culture. The dividends of this investment include stronger families, more motivated employees and a focus of working together to serve those who come to us for help," Robards said. ■

— Amanda Newton





JASON WEAVER, GENERAL MACHINIST; KELLY GOODE, ASSEMBLY TECH; ROB IRETTON, PRODUCT ENGINEER; NATASHA WALTON, SCHEDULER; PHILLIP YOUNG, MATERIAL HANDLER; AND CHIEF DAVIDSON, AMERICAS MANUFACTURING MANAGER OF EATON CORP., SEARCY

## EATON CORP.

GOLD WINNER  
MEDIUM EMPLOYER

Eaton Corp., based in Cleveland, Ohio, employs about 51,000 people around the world, with 418 of those at the Searcy location. The family-friendly policies of the company are well-reflected at Eaton Corp. in Searcy.

Throughout the year, Eaton Corp. celebrates and recognizes its employees in a variety of ways, from the annual summer picnic for employees and families to the Christmas party. "We do little things that a lot of big companies don't do," Human Resources Generalist Ann Mantooth said. "It's a big family atmosphere."

For couples who adopt a child, the company pays up to \$10,000 for the adoption and adds four weeks of paid time off for parental leave.

Employees who serve in the military, and their families, have fewer worries, because Eaton

Corp. pays their full salary throughout their tour of duty during wartime. The company previously paid full salary up to a year. With the extended policy, employees receive pay the entire time they are gone and also maintain their benefits. Once at home, the company throws a party to welcome them back.

The expansion of the education benefit has created a unique tuition reimbursement program for Eaton Corp. employees. "They really want to encourage our employees to continue their education," Mantooth said. "That's why they changed it."

In the new program, tuition is paid up front. Employees are required to submit their grade at the end of the semester. If they score below a C in the class, they have to reimburse the company. Additionally, employees can be reimbursed for all undergraduate classes. For

higher degrees, the course of study must be related to the company or industry.

While Eaton Corp. maintains a standard 80/20 health insurance plan, Mantooth said that because it is a nationwide contract, it is easier to find in-network benefits, especially when traveling, or if a highly trained specialist is needed. "If you have an illness that can only be treated at M.D. Anderson, you can have it treated there," she said.

Mantooth works with local hospital group Healthworks, which visits the company each week to take blood pressures and answer questions when employees need advice. The group also offers stress management and smoking cessation-type workshops at no cost to employees. ■

— Erica Goodwin



# JONES CENTER FOR FAMILIES

SILVER WINNER  
MEDIUM EMPLOYER



DEB HENDERSON, DIRECTOR OF COMMUNITY HEALTH & WELLNESS & HUMAN RESOURCES; AND MARY MCKINNEY, EXECUTIVE DIRECTOR OF THE JONES CENTER FOR FAMILIES, SPRINGDALE

When Bernice Jones helped launch the Jones Center for Families in Springdale in 1995, she wanted it to be a gift to the community that would keep on giving long after she was gone. Bernice Jones passed away in 2003, but Deborah Henderson, director of community health and human resources, says they "still ask themselves what Bernice would want us to do" each time they consider doing something new.

The mission of the Jones Center is to "serve families, strengthen community and glorify God." All of the programs the center provides for the community are also open to all of its employees and their families. "There are opportunities for our employees to interact on a personal level with the people using the facility," Henderson said. This interaction is completely different from many work environments and really builds up the morale of the employees, she said.

The Jones Center provides its 143 employees, 57 of which are full time, with a benefits package that it

believes to be very family friendly. The center covers 100 percent of employee major medical and 100 percent of employee and family dental. There is a 403(b) retirement program available to full- and part-time employees, and the center will match employee contributions of up to 2 percent of the employee's salary. Employees are fully vested in the program as soon as they enroll.

The Jones Center provides people in the community a chance to take advantage of its free Kids Plus program. "People in the community and our employees can bring their child, from infant to 9 years old, to the center for short-term daycare for up to four hours a day," Henderson said.

The center has a Family Milestone program that encourages its employees to take time off for important family events. There is a leave policy in place for full-time and salary employees, and the center will "bend over backwards to make sure that part-time employees get the time off they need to meet family obligations," Henderson said. ■

- AMANDA NEWTON

# RICH MOUNTAIN COMMUNITY COLLEGE

SILVER WINNER  
MEDIUM EMPLOYER



DR. JANET SMITH, PRESIDENT OF RICH MOUNTAIN COMMUNITY COLLEGE, MENA

The family atmosphere is infectious at Rich Mountain Community College. The 72 employees and 40 adjunct faculty members often celebrate their institution with planned and spontaneous events. There is an annual open house, a fall catfish cookout, an end-of-the-year dinner on Rich Mountain, monthly birthday parties and other occasions throughout the year including RMCC's recent re-accreditation.

"One of the first things listed in our handbook is the environment here," RMCC President Dr. Janet Smith said. "We go back to that because it is what makes us who we are, and we talk about what we value as an institution. We value each other — we value respect and dignity of each other. Those are not just words on a page. It is practiced day in and day out."

Despite the rising cost of health insurance, employees have not felt it impact their paychecks in 10 years, nor do they pay for dental insurance.

Smith said the college has absorbed the rising cost of health insurance. The college continues to pay a generous portion of insurance as well. "Our goal is to stay around 90 percent for employee and 85 percent for employees

and their family," she said. "We're even ahead of our goal at this time."

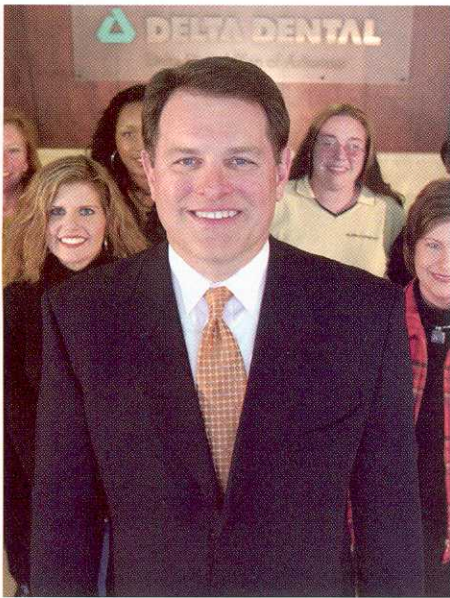
The college provides free tuition for employees and their immediate families who take credit courses and community services classes at RMCC for personal and professional enrichment. Employees can also take advantage of the flexible work hours, which allows them to take a course during the day.

A new retirement policy allows retired employees and their children to continue taking classes at no cost. "We also continue with our insurance benefits until the retiree is 65, if they retire before then," said Diann Gathright, dean of planning, development and communications. "They retain the same insurance benefits — medical and dental — they had prior to retiring."

The recently established wellness committee has implemented programs on campus aimed at physical fitness, healthy eating habits, weight control and exercise. Hallways have been marked off and walking trails have been created for organized and individual walks. Additionally, employees can take weekly tai chi and step aerobics classes during the lunch hour. ■

- Erica Goodwin





ED CHOATE, PRESIDENT AND CEO OF DELTA DENTAL, SHERWOOD

# DELTA DENTAL PLAN OF ARKANSAS

BRONZE WINNER  
MEDIUM EMPLOYER

You would expect Delta Dental Plan of Arkansas to provide its employees with dental insurance, and they do, covering 100 percent of the cost. However, the Sherwood company offers its employees more than just dental insurance. It does this because it feels it has to.

Teresa Heard, director of Delta Dental, said when Ed Choate became company CEO in 2000, the employee turnover rate was 50 percent. "We knew we had to do something, and Ed came on board with a new management style and initiated a lot of new programs," Heard said. The company now boasts of a turnover rate of about 12 percent, which Heard said is pretty much the industry average.

In addition to dental insurance, the company provides 100 percent of employee health insurance, 75 percent of dependent health, a prescription drug plan and vision insurance. Delta Dental offers its employees a 401(k) plan that the company matches 3 percent of the first 100 percent and 2 percent of the next 50 percent. There is also a profit sharing plan.

Delta Dental allows its employees to work flexible hours. "They can come in between 6 a.m. and 8:30 a.m.

depending on what they need to do and, if they accumulate 40 hours by noon on Friday, they are able to take advantage of a two-and-a-half-day weekend," Heard said.

There is an on-site training room stocked with books, tapes and videos. Employees can learn about Excel computer programs or learn tips on how to improve their supervisory skills. There are frequent Brown Bag lunch programs given to inform employees about how to deal with stress, care for elderly parents or become better parents. There are also company-catered employee appreciation lunches given, or "we will bring out the big grill and the managers will grill hot dogs and hamburgers for everyone," Heard said.

The employee steering committee and the employee surveys done twice a year help the company stay in touch with the needs of the employees. Heard said many of the programs now in place came about because of the original surveys filled out when Choate became CEO. "A lot of upgrades and changes were made based on that first survey," and now they are seeing the results. ■

— Amanda Newton

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RUSS HERRINGTON, CEO OF BAPTIST HEALTH, LITTLE ROCK

## BAPTIST HEALTH

GOLD WINNER  
LARGE EMPLOYER

Baptist Health has added another Gold Award to its growing collection of Family Friendly Awards that includes two Gold and two Diamond Awards.

"We continue to look at all our benefits and try to improve them as we go along," CEO Russ Herrington said. Many firsts have taken place in the past year as a result of feedback from the organization's annual employee opinion survey.

After noting employees' concerns about identity theft surrounding the use of Social Security numbers, Herrington said use has been eliminated and replaced by a new identification program. According to Herrington, the massive effort was well worth it.

Additionally, employees now have the option of signing up for legal benefits, giving

them access to a variety of legal services. The benefits are numerous. "Number one, you know you've got an attorney available to you, you know what the rates are going to be and you know what you're getting for the fee you're paying," Herrington stated.

During benefit enrollment, counselors are provided to talk to employees one on one about their options. In the past, employees made those decisions on their own or in a group. "I appreciate it myself," Herrington said of the new approach, which includes a printout of the selection of benefits the counselor reviews with employees at the end of the session.

Another change in policy that came as a result of the employee opinion survey was the wait to take paid time off. The waiting period

of new employees to take vacation days has been cut in half from 180 days. Herrington reported that this change has been well-received by employees.

And still other programs have been expanded — including tuition reimbursement, after-school and summer preschool, Hispanic outreach, orientation for nursing school graduates — while others such as marriage conferences and Spirituality in the Workplace sessions continue.

Numbers are moving in the right direction for Baptist Health. Herrington noted that employee turnover is down and employee referrals are up, as well as employee satisfaction. ■

— Erica Goodwin





DR. JONATHAN BATES, CEO OF ARKANSAS CHILDREN'S HOSPITAL, LITTLE ROCK

# ARKANSAS CHILDREN'S HOSPITAL

SILVER WINNER  
LARGE EMPLOYER

With Arkansas Children's Hospital's broad range of employees from all walks of life, COO Scott Gordon said the hospital tries to address the generational needs of its employees in addition to their professional needs. From pregnancy to retirement, ACH offers benefits to employees for each stage of life.

Of the 2,500 employees at ACH, 80 percent are female, many of whom are young mothers. For those, ACH provides lactation support and a nearby daycare. Due to the demand for daycare, Gordon said the hospital is looking into expanding the program by creating more space at the old Immanuel Baptist Church property across the street, which has been termed ACH-East Campus.

And health care options offered to ACH employees are geared toward giving employees choices. "On the health care side, I think we are the only hospital in the area that has all of the major hospitals in-network," Gordon said. "We have worked very hard to be the 'Switzerland' in the managed-care wars and in trying to make all the major health care players available to our staff."

ACH offers an employer-paid short- and long-term disability program, which is "completely employer paid

after the fourth day of sickness," Gordon said. "The good thing about the short-term disability is that if you go into short-term disability and get well in two weeks, say after surgery, then, when you return to work the clock resets, and you're not at a deficit and not without sick leave."

In response to feedback from its annual employee opinion survey, ACH revised the retirement package it offers. According to Gordon, ACH increased the match on the 403(b) plan and introduced a defined contribution plan, a second retirement program. "We've been able to put 2 percent of gross salary for eligible employees into a second account for them," Gordon said, adding that it has helped several employees better understand the value of planning and managing their own retirement. Additionally, ACH implemented financial counseling/planning programs that offer basic money management techniques for staff.

Other benefits include available tuition reimbursement and a successful employee assistance program. The aggressive wellness program has helped ACH transition into a smoke-free environment for employees. And there's a tobacco interventionist on staff and resources available to help employees kick the habit. ■

- Erica Goodwin



JOHN WHITE, CHANCELLOR OF THE UNIVERSITY OF ARKANSAS, FAYETTEVILLE

# UNIVERSITY OF ARKANSAS AT FAYETTEVILLE

SILVER WINNER  
LARGE EMPLOYER

"We often think of the university community as a large and diverse family — one which we hope many people will want to join, not only as students but also as faculty and staff," University of Arkansas Chancellor John White said. "We're proud of the good job our human resources unit does in conveying the nature of the university as a workplace in which a broad array of people can succeed."

One way in which employees can be successful is by continuing their education. The 3,700 appointed university employees are able to take courses at the university for \$5 per credit hour while their spouses and children receive a 50 percent discount.

Through the Dual Career Employment Network, spouses or other family members of employees relocating to northwest Arkansas receive assistance in finding a job in the area.

According to Associate Vice Chancellor of Human Resources Barbara Taylor, the university offers enhancements to the usual health insurance benefits. "We pay a substantial portion of the premiums for both employee and for families. We pay the same amount for an employee and family as an individual employee."

With a health insurance program focused on wellness, the university offers free screening tests for preventive care and free well-baby care. e-Doc America allows employees to e-mail board certified physicians with questions and receive a response within 24 hours. Employees also receive bimonthly e-newsletters packed with healthy tips. TrestleTree Inc., an Arkansas-based company, provides help to those who suffer from chronic health problems including diabetes, heart disease, hypertension and obesity.

"Each individual is paired with a coach who helps them manage their diet and exercise to help them lead healthier lives," Taylor said, whose husband was diagnosed with high blood pressure and has personally benefited from the program.

A generous leave program, an annual health and benefits fair, employee development sessions, referrals for daycare, infant development center and preschool program, and an employee assistance program are just a few other benefits that keep university employees happy and healthy. ■

- Erica Goodwin





STEVE MANSFIELD, CEO OF ST. VINCENT HEALTH SYSTEM, LITTLE ROCK

## ST. VINCENT HEALTH SYSTEM

BRONZE WINNER  
LARGE EMPLOYER

With about 3,000 employees, St. Vincent Health System serves the Little Rock and North Little Rock areas, as well as Morrilton, in an "inspired" fashion. That inspiration comes from within by providing services for employees.

"One thing unique to us is that we offer the same [benefit] rates to our part-time employees as we do our full-time employees," Vice President of Human Resources LeRoy Walker said. Health, dental and life insurance and short- and long-term disability are available to employees who work 30 hours or more a week.

To ease the after-work or weekend rush to do errands, SVHS set up an internal pharmacy program for employees where they pay lower premiums for prescriptions filled on campus. "Like other health care organizations, we are asking more and more of our employees, so what we're trying to do is to make things easier for them during their downtime," he said.

Along those lines, SVHS collaborated with the University of Arkansas at Little Rock last year to be able to offer courses at the SVHS Center for Health Education. The UALR courses are more accessible to employees, and SVHS awards more scholarships to those employees.

After thoughtful consideration, SVHS closed its daycare

facility and instead provides employees who used the daycare a subsidy for service at other locations. That is coordinated through the recently established department of family and career services, according to Walker.

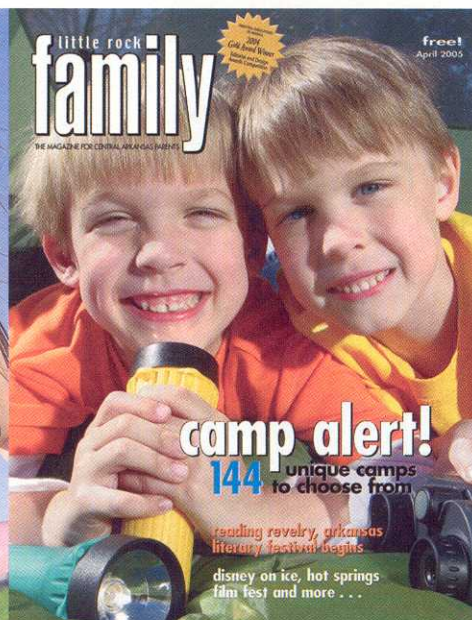
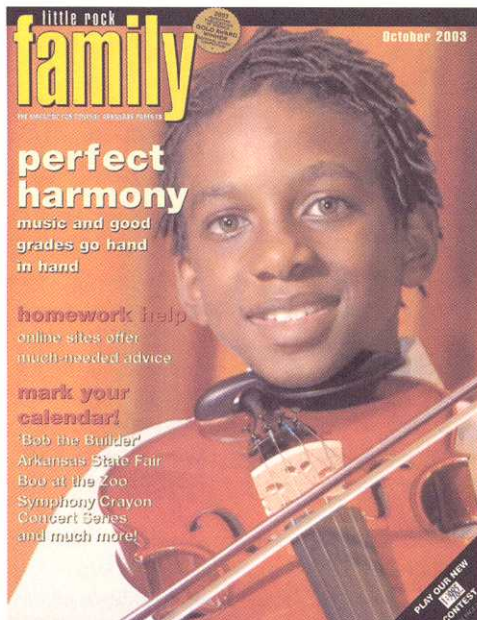
In addition to finding child-care alternatives, the director of the department assesses the skills and talents of employees to determine what type of career would best suit them within the system.

For employees whose primary language is not English, SVHS offers special resources to make them feel more "at home." "SVHS is probably one of few employers that has software that will translate any and all information, such as the employee handbook, into the individual's native tongue," Walker said.

The work-from-home option allows employees from various positions throughout the organization to access their work desktop right at home.

Other benefits include mentors for new nurses, tuition reimbursement for all employees, an employee assistance program at no cost to employees, "brown bag" and online seminars, and an on-site fitness facility. ■

— Erica Goodwin



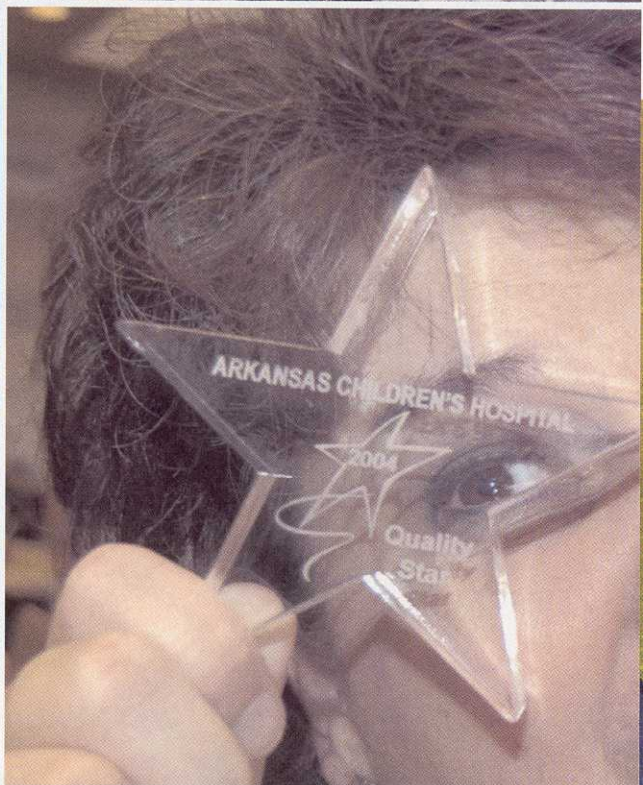
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## *Balance*



## *Arkansas Children's Hospital*

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